GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:1727
ANSWERED ON:28.11.2001
WRONG BILLING OF SUBSCRIBERS
V. SAROJA

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government are aware of fraudulent calls of STD/ISD made by tampering the outside cables of subscribers and as a consequence wrong billing of subscribers;

(b) if so, steps taken to correct the situation;

(c) whether compensation is contemplated to be paid for wrong billing;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Yes, Sir .

(b) If dynamic STD lock is activated by the subscriber, there is no scope of misuse of STD/ISD by tempering with the cables. Moreover, to correct the situation, steps are taken to keep the pillars and DPs locked. Outside staff is also not allowed to enter the MDF. Further, all such complaints are investigated and disciplinary action recommended against the erring officials.

(c) & (d): Compensation/Rebate is granted where wrong bills are issued on above account. Rebate in bills is given in doubtful cases also considering customer point of view.

(e) Does not arise in view of (c) & (d) above.